

Re: "Safely remove hardware" icon is missing

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Source:

http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.new_user/2006-03/msg00033.html

- *From:* Jyeshta <whatever@xxxxxxxxxxxxxxxx>
 - *Date:* Fri, 17 Mar 2006 14:24:43 -0600
-

Hi John,

Just my luck! Do you think Service Pack 5 will mess up my computer?
Thank you *so much*!

Gail

On Fri, 17 Mar 2006 14:50:14 -0400, John John <audetweld@xxxxxxxxxxx>
wrote:

I'm not sure it's going to be of any help. Windows 2000 is out of mainstream support so I'm not sure if these hotfixes are still available free of charge (if at all). Contact information is here:
<http://support.microsoft.com/contactus/?ws=support> The Windows 2000 support information is here:
<http://www.microsoft.com/windows2000/server/evaluation/news/bulletins/extendedsupport.msp>

The support information clearly states: "During the Extended Support phase, Microsoft continues to provide security hot fixes and paid support but no longer provides complimentary support options, design change requests, and non-security hotfixes." One of the MVP's can comment or give you further information on that, I don't know if the fix is available from Microsoft.

But I know that you can get the file from another source if you don't mind downloading a 230 MB plus package for a single 23k file, it's the Windows 2000 SP5 we never got...
<http://www.softpedia.com/get/System/OS-Enhancements/Microsoft-Windows-2000-Unofficial-SP5.shtml>

John

Jyeshta wrote:

Hi John,

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Oh, no wonder! Well, how do I contact Microsoft? Do you know their contact address for requesting hot fixes? Thank you *so much*!

Gail

On Thu, 16 Mar 2006 20:38:34 -0400, John John
<audetweld@xxxxxxxxxxxx>
wrote:

It seems to me that the dingbats at WD should have known this... they claim it is a known issue... their drives after all, and they suggested that you search MSKB for the answer! Rotten tech support to say the least.

A Western Digital USB hard drive is not shown in the "Safely Remove Hardware" function under Windows 2000.

http://wdc.custhelp.com/cgi-bin/wdc.cfg/php/enduser/std_adp.php?p_faqid=1411&p_created=

Or Microsoft page here:

<http://support.microsoft.com/default.aspx?scid=kb:en-us:841880&Product=win2000>

You need to contact MS to get a hotfix.

John

Jyeshtha wrote:

Hi John,

When I get to the window that asks what device I want to remove, the space is blank and I can't proceed ahead. I'm stumped. I checked Properties on both partitions (drive is partitioned and no single device shows up in Explorer) and there's nothing on any of the tabs to indicate the unplug option or icon. So I guess I'm out of luck. The only way I have to unplug the external drive now is to shut the

Re: "Safely remove hardware" icon is missinbg

computer off, which I hate doing because then certain updates need to be reinstalled all over again, so obviously, there's something wrong with Windows 2000 on my computer.

Any other suggestions would be greatly welcomed, and I thank you so much for all your help.

Gail

On Thu, 16 Mar 2006 14:41:47 -0400, John John <audetweld@xxxxxxxxxxxx> wrote:

No, you just have to chose the "Unplug/Eject" option. It's going to look almost identical as the rundll32 methot but you will run through a few screens before you get to the end. Lifted from a Microsoft page:

To unplug or eject devices

1. Open Add/Remove Hardware in Control Panel.
2. Click Next, click Uninstall/Unplug a device, and then click Next.
3. Click Unplug/Eject a device, and then click Next.
4. Select the device you want to unplug or eject, and then click Next.
5. Click Next to confirm that you want the device unplugged or ejected.
6. Click Finish.

Re: "Safely remove hardware" icon is missing

Important

? It is important to use the Add/Remove Hardware wizard before physically unplugging a device to avoid data loss or other serious malfunctions of the computer or device.

Notes

? To open a Control Panel item, click Start, point to Settings, click Control Panel, and then double-click the appropriate icon.

? If you frequently need to unplug the device, be sure the Show Unplug/Eject icon on the taskbar check box is selected in the Completing the Add/Remove Hardware Wizard page. The next time you want to unplug or eject the device, you can use the icon on the taskbar instead of the Add/Remove Hardware wizard.

? To reinstall the device, connect the device to the appropriate slot or port.

End

You can always click cancel at any point to exit the Hardware Wizard without changes. Remember that the drive should be plugged in in order to make it to the last steps.

Another thing to verify is with the drive plugged in

Re: "Safely remove hardware" icon is missinbg

right click the
drive in Windows Explorer
and check the "Properties"
to see what options
are available there.

John

Jyeshta wrote:

Hi John,

I'm kind of
afraid to try
the
Add/Remove
method for
fear I'll
mess
something
up. I take it
I would be
removing
the external
drive, which
is the only
USB device
I have?
Many,
many
thanks.

Gail

On Wed, 15
Mar 2006
14:22:59
-0400, John
John
<audetweld@xxxxxxxxxxxx>
wrote:

Usually
the

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icon
appears
in
the
Systray,
next
to
the
clock.
Try
via
the
Control
panel
Add/Remove
hardware
and
try
ejecting
it
there
and
see
if
things
change.

Jyeshta
wrote:

Hi
John,

On
Tue,
14
Mar
2006
17:50:35
-0400,
John
John
<audetweld@xxxxxxxxxxxx>
wrote:

Re: "Safely remove hardware" icon is missing

Try
running
this
command
(Start>Run):

```
RUNDLL32  
SHELL32.DLL,Control_RunDLL  
hotplug.dll
```

That
should
open
the
hotplug.dll.
Then
make
sure
that
"Show
Unplug/Eject
icon
on
the
taskbar"
is
checked.

I
did
this,
and
the
item
was
already
checked.
Where
does
the
icon
appear,
on
the

Re: "Safely remove hardware" icon is missing

SysTray,
Taskbar,
or
the
expandable
little
row
of
icons
to
the
left
of
the
Taskbar?
I'll
check
all
three
next
time
I
plug
in
the
external
drive,
but
I
thought
I
already
had
checked
everywhere
for
it.
Thank
you
so
much,
again.
I'll
plug
in
the
drive
and
check
for
the

Re: "Safely remove hardware" icon is missing

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icon
and
try
your
alternate
method
ASAP
and
post
back
my
results.

Thank
you!

Gail

If
that
doesn't
work
go
through
the
Control
Panel
Add/Remove
Hardware
and
select
the
"Uninstall/Unplug
a
device"
option
and
follow
right
through
to
the
last
screen,
there

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you
will
be
shown
an
option
to
have
the
icon
in
the
taskbar.
Tip:
If
you
use
the
Add/Remove
hardware
option,
you
have
to
have
something
to
unplug
in
order
to
make
it
to
the
last
screen
where
the
option
can
be
disabled.
Using
the
rundll32
method
opens
the
hotplug.dll
even

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if
no
devices
are
attached.

John

Jyeshtha
wrote:

Hi,

I
have
an
external
USB
hard
drive
but
the
"Safely
Remove
Hardware"
icon
is
missing
from
System
Tray
even
after
rebooting.
How
would
I
get
that
back?
I
really
don't
want
to
damage
my

Re: "Safely remove hardware" icon is missinbg

external
drive.

Western
Digital,
the
hard
drive's
manufacturer
suggested
searching
the
Microsoft
Knowledge
Base
but
my
search
didn't
yield
any
results.

Running
Windows
2000
Pro
with
all
service
packs
and
critical
updates.
Thank
you
so
much
to
anyone
who
could
offer
some
advice.

Gail

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